

# aveda vital signs

The Aveda Vital Signs reports are the detailed reports that support the Aveda Benchmarks module.

## Aveda Client Retention Report

*The Aveda Client Retention report looks at the entire location's service clients who have returned for another service within 90 days of their last service.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Aveda Client Retention from the report list side navigation. You will find it under the Aveda Vital Signs category.
3. Enter the last day of the previous month. The report will automatically calculate back 90 days from the date you entered.

## Aveda Client Retention by Staff Report

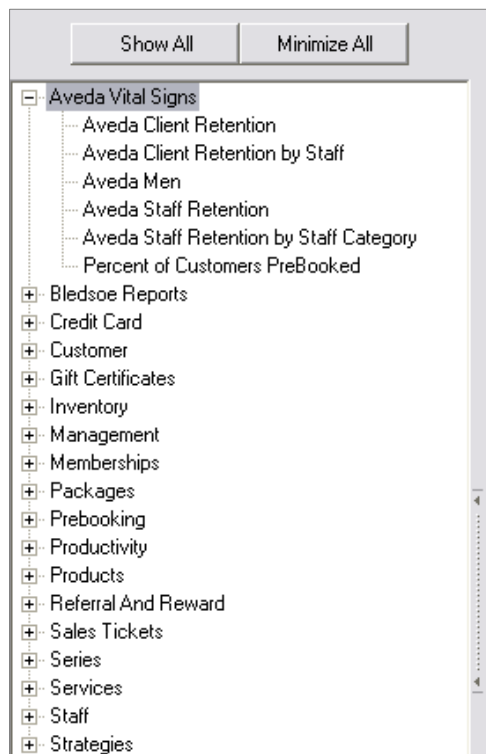
*The Aveda Client Retention by Staff report looks at service clients who have returned for another service within 90 days of their last service. It records this information for each individual staff member.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Aveda Client Retention by Staff from the report list side navigation. You will find it under the Aveda Vital Signs category.
3. Enter the last day of the previous month. The report will automatically calculate back 90 days from the date you entered.

## Aveda Staff Retention Report

*The Aveda Staff Retention report measures the number of service providers who have remained with the business yearly. It calculates from their staff category link.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Aveda Staff Retention from the report list side navigation. You will find it under the Aveda Vital Signs category.
3. Select Aveda Vital Signs in the Report Sub-Categories field.
4. Enter a date range.



### **Aveda Staff Retention by Staff Category Report**

*The Aveda Staff retention by Staff Category report looks at the number of service providers who have remained with the business on an annual basis. It separates the staff by their staff category and provides retention for the category.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Aveda Staff Retention by Staff Category from the report list side navigation. You will find it under the Aveda Vital Signs category.
3. Enter a date range.

### **Aveda Percent of Customers Pre-booked Report**

*The Aveda Percent of Customers Pre-booked report looks at service clients who have booked a future appointment with any staff member on the day that their service was experienced (pre-booked) and service clients who have booked a future appointment with the same staff member on the day that their service was experienced (rebooked).*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Reports icon.
2. Double click on Aveda Percent of Customers Pre-booked from the report list side navigation. You will find it under the Aveda Vital Signs category.
3. Enter a date range.

